



Revenue Careers



Position: Tax Information Specialist 1
Division: Taxpayer Services

Location: Tumwater
Notice: 41064-OC

Opens: August 30, 2005
Closes: Open Continuous

Tired of diminishing returns? Invest in a great career at Revenue!

Great Careers!

Explore opportunities with Department of Revenue! Revenue's dynamic team is comprised of dedicated professionals who fairly and efficiently collect revenues and administer programs to fund public services, and advocate sound tax policy. We provide great solutions and service by attracting and retaining the best talent and building a diverse workforce. Our employees are our greatest asset. As a member of Revenue's team, you have an important role in our agency mission.

Great Talent!

The Department of Revenue employs approximately 1,000 people, including revenue auditors and agents, tax examiners, administrative law judges, property appraisers, foresters, and computer analysts.

Great Location!

Revenue headquarters is located in Olympia, home to the state capitol. The city, located on Puget Sound's southernmost tip, is rich in history, culture, and natural beauty. Olympia's location provides easy access to the Cascade Mountains, Olympic Peninsula, and the Pacific Ocean.

Primary Duties:

In the Taxpayer Services Division of the Department of Revenue, at a journey level, independently provides in person and/or telephone assistance to taxpayers, tax practitioners and the public in determining tax liability of complex business transactions and reporting instructions for past, current and future tax liabilities. Provides authoritative information to taxpayers and employees on tax policy changes, new legislation and industry specific targeted education.

Compensation:

\$2490-\$3157 per month (Range 40), depending on qualifications. Outstanding benefits including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; employee advisory service; deferred compensation plans; educational benefits program; 11 paid holidays; Commute Trip Reduction Incentives; flexible work hours; training; and state retirement plans.

Desired Qualifications:

A Bachelor's degree in business or public administration, accounting, public finance or closely allied field and one year of professional experience in tax administration, tax auditing or tax collection.

OR

Three years as a Tax Service Representative.

Additional qualifying experience may substitute, year for year, for education.

Examination:

The examination will consist of an evaluation of your experience and training and is weighted 100%. The test questions are printed

Great Benefits!

- Competitive salaries
- Excellent health and retirement benefits
- Generous paid vacation and holidays
- Promotion opportunities
- Cross-training opportunities
- Continuous learning opportunities
- Talented co-workers
- Meaningful and ethical work
- Serving citizens and making a difference

Visit us at www.dor.wa.gov

How to Apply

E-mail: jobs@dor.wa.gov

FAX: (360) 664-0658

Mail: Department of Revenue
Office of Human Resources
Attention: Recruitment
P.O. Box 47463
Olympia, WA 98504-7463

on this recruitment announcement and must be submitted with your state application by the closing date of the bulletin. We will mail you your score, but we cannot tell you your ranking on the list of job applicants.

INSTRUCTIONS:

Type or write your answers to these questions on additional sheets of paper, numbering your answers to correspond with each item listed. Place your name and social security number on each sheet of paper and attach the sheets to your completed application. NOTE: The raters will score only those answers that follow the instructions.

For each item below, describe the work experiences and/or training that best demonstrate your abilities. Be specific in listing job titles, length of employment, and key tasks performed. For formal training, list course titles, number of hours completed, and the school or sponsoring organization.

Customer Service: Describe the training and/or work experience that best demonstrate your ability to provide customer service in the following areas:

1. Working in a fast paced or high volume customer service environment. Describe your most challenging positions and briefly explain what made them challenging.
2. Using listening, communication, and problem solving skills to deal with sensitive or complex customer issues. Be specific about the kinds of problems you handled. Explain what made those problems sensitive or complex and how you used your skills to help the customer resolve the problem.
3. Using research skills to access information and respond to customer inquiries. Briefly describe the typical request and your research process. Be specific about the resources you used (e.g. books, manuals, computer information systems). If you did different kinds of research depending upon the issue, briefly explain how you decided what kind of research to do.

Business, Taxation, and Collections: Describe the training and/or work experience that best demonstrates your knowledge and ability in the following areas:

4. Your knowledge of business, taxation, and accounting. Specify any relevant degrees or individual courses completed. Describe any work experience in which you used your knowledge.
5. Working in a collections environment. What were your duties, and how did your experience provide exposure to

collections issues?

6. Interpreting tax law provisions and providing assistance or advice to others. Be specific about the tax laws with which you worked. Did the tax issues differ very much depending on the customer? If so, briefly explain. Also, briefly describe how you developed and communicated your answers to the customer.

How to Apply:

Submit Applications to:

E-mail: jobs@dor.wa.gov
please indicate position title in subject line

Fax: (360) 664-0658
please indicate position title on cover

Mail: State of Washington Department of Revenue
Office of Human Resources
Attention: Recruitment
P.O. Box 47463
Olympia, WA 98504-7463

Special Note:

This position is covered by a collective bargaining agreement between the Department of Revenue and the Washington Public Employees Association (WPEA), which contains a "union security" provision. This means that, as a condition of employment you must either join the union and pay union dues, or pay the union a representational or other fee within 30 days of the date you are put into pay status. Prior to any new appointment into the Department of Revenue, a background check will be conducted. Employees will be required to provide their own transportation to audit appointments at the taxpayer's place of business.

The Washington State Department of Revenue is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability, who need assistance in the application/testing process, or those needing this job announcement in an alternative format, may call the Office of Human Resources at (360) 725-7501, TDD/TTY (360) 664-0580.